

Aging Issues

A publication for New Hampshire's older citizens

Volume 9 Issue 2

Summer 2005

NH Salutes Vaughan Award Winners!

On May 12, Governor John Lynch, Health and Human Services Commissioner John Stephen and Mendon MacDonald, MD, Chair of the State Committee on Aging, presented the 2005 Joseph D. Vaughan Awards to 11 senior citizens.

"It is a pleasure and an inspiration to meet so many volunteers from around the State," said Dr. MacDonald, who was master of ceremonies.

Governor Lynch praised the volunteers for their dedication and read the Governor's Proclamation for Older Americans Month (May 2005), which acknowledges the contributions of older citizens to the civic strength, the economic prosperity, and the educational advancement of the State of New Hampshire.

"I urge all citizens to thank our seniors for the lessons they teach us and values they instill in our families and communities, and to support efforts that assure their continued quality of life in this great state which we love," said the governor.

The Vaughan Awards are given annually to an individual or couple from each county who are age 60 and older and have demonstrated outstanding leadership and volunteer service on behalf of older persons in the State. The awards were initiated in 1962 in memory of Joseph D. Vaughan, a New Hampshire legislator and an early advocate on behalf of the elderly. Vaughan was instrumental in creating a state agency dedicated to the well being of senior citizens.

"These winners are the true champions of the seniors of New Hampshire," said DHHS Commissioner John Stephen. "Their outstanding efforts, from delivering meals to the homebound, to friendly visiting and providing transportation, make a huge difference in the lives of New Hampshire's elders, allowing many of them to remain independent and in their homes and communities. I commend these wonderful heroes for their work, day-in and day-out, on behalf of our seniors."

Miriam Eglintine and Paul Eglintine, daughter and grandson of Joseph Vaughan, attended the Vaughan Awards ceremony, which was held in the Executive Council Chambers at the State House. This year's award winners include:

Belknap County – Wayne Teetz (Laconia).

A fulltime caregiver to his wife Joyce, Wayne fulfills this role with vigor, humor, compassion and love. As a volunteer advocate with the Family Caregivers Network sponsored by ServiceLink of Belknap County, Wayne reaches out to other caregivers, providing them with a listening ear, a caring heart, suggestions on helpful supports, and respite care. He has also spent much volunteer time educating seniors about the new Medicare Prescription Discount Card.

Carroll County – Dennis and Joan Pidherney (Jackson). This dynamic and dedicated couple have created a strong and colorful tapestry of compassion, dedication, and generosity encompassing the diverse groups and needs



Front row, left to right: Corinne Bennett, Patricia Hills, Louise Mattson, Pearl O'Brien. Center: Dr. Mendon MacDonald, SCOA Chair. Second row, left to right: DHHS Commissioner John Stephen, Dennis and Joan Pidherney, Ardeane Rines, Harold Moldoff, Wayne Teetz, Robert "Bob" Heon, Arthur "Dick" March, and Governor Lynch.

of Carroll County. They have donated many hours to the Gibson Center for Senior Services in North Conway, where they have helped to plan activities, prepare and deliver meals, and assist with fundraising. Dennis has served as both President and Vice-President of the Gibson Center's Board of Directors. Joan is a member of the Carroll County RSVP Council and North Country Senior Action. Both Dennis and Joan are involved in their church, in Kiwanis Club projects, and many other community programs.

Cheshire County – Corinne Bennett (Marlborough).

In her hometown of Marlborough, NH, Corinne is known as a faithful and tireless advocate for the health and well being of Marlborough's older citizens. With her caring ways and quiet persistence, she has helped organize The Friendly Meals dining room for seniors, Age in Motion, an activity program, and the Marlborough Adult Recreation Program. She also visits homebound seniors and serves on the Council of Advisors for Home Healthcare, Hospice, and Community Services.

Coos County – Ardeane Rines (Whitefield).

For the last six years, Ardeane Rines has volunteered for the Caleb Interfaith Caregivers, a volunteer-based, nonprofit organization which enhances independent living for older adults in eight Northern NH towns. In addition to telephone reassurance and friendly visiting, Ardeane logged 1,470 miles last year providing seniors with rides to appointments. She also lends her time to the Serve New England Program, RSVP, and Hospice.

continued on Page 6



From the left: Douglas McNutt, Acting Chief, DHHS Bureau of Elderly and Adult Services; Miriam Eglintine, daughter of Joseph Vaughan; Paul Eglintine, Joseph Vaughan's grandson; and DHHS Commissioner John Stephen.

of Carroll County. They have donated many hours to the Gibson Center for Senior Services in North Conway, where they have helped to plan activities, prepare and deliver meals, and assist with fundraising. Dennis has served as both President and Vice-President of the Gibson Center's Board of Directors. Joan is a member of the Carroll County RSVP Council and North Country Senior Action. Both Dennis and Joan are involved in their church, in Kiwanis Club projects, and many other community programs.

Elder Abuse Advisory Council Holds First Meeting

by Margaret Morrill

Strengthening New Hampshire's adult protection system is the challenge facing the NH Elder Abuse Advisory Council, which held its first meeting on March 28 at the Department of Health and Human Services in Concord.

DHHS Commissioner John Stephen established the Elder Abuse Advisory Council in February 2005. Members include nearly 40 representatives from the health care, legal and law enforcement fields, as well as the State Committee on Aging, AARP and DHHS staff.

The Council is co-chaired by Jo Moncher, Chief of the Bureau of Community Relations for the Division of

Community Based Care Services at DHHS, and Marguerite Wageling, Hillsborough County Attorney.

In 2004, the DHHS Bureau of Elderly and Adult Services (BEAS) received 2,130 abuse reports on persons aged 60 and older, and on younger adults with chronic illnesses or disabilities. This is an increase of 184 over the previous year, and nearly 10 times the number reported 25 years ago. More than a third of the cases reported involved people over the age of 80, and nearly two-thirds of the victims were women.

In his introductory remarks, DHHS Commissioner John Stephen thanked

Council members for their support and said it was important to act now to protect seniors. "We need to be proactive, not reactive," he said.

Jo Moncher praised the leadership and experience that Council members bring to the table and said that a strong partnership between DHHS and the community is essential.

An overview of adult abuse and of New Hampshire's Adult Protection Law was given by Lynn Koontz, who administers the Adult Protection Program at BEAS.

Victims of adult abuse are often in frail health and unable to protect them-

continued on Page 3

Table of Contents

Commissioner's Corner	2
News From The Mews	2
LTC Ombudsman Volunteers Honored	2
Food, Friendship and More	3
Elder Abuse Advisory Council (List)	3
Medicare and You	4
Elder Wraparound Services	4
With A Little Help	4
Sharing A Life Together	5
The Law and You	5
Farmers Market	6
Calendar	7
NH ServiceLink Addresses	7

COMMISSIONER'S CORNER



COMMISSIONER JOHN A. STEPHEN

In 2003, Congress passed one of the most sweeping social reforms in a generation in the Medicare Modernization Act. The legislation included the new prescription drug coverage for seniors called Medicare Part D. This will have a significant impact for those who use Medicare and the Department of Health and Human Services (DHHS) is working to ensure that the transition to this program will be as smooth as possible.

For the seniors of New Hampshire who lack prescription drug coverage, this new drug coverage will provide them with access to critical medications they need. Gone will be the days of choosing between rent and prescription drugs. This is a significant benefit to our seniors, and there will be many plans available for Medicare beneficiaries. We hope you will take the time to learn about the many options around and find the one that suits your needs best.

DHHS is collaborating with our partners in the federal government, the Centers for Medicare and Medicaid Services, to find ways to educate the seniors of New Hampshire about Medicare Part D and how they get access to the medications they need. This will be an ongoing and evolving process, as we work with the federal government to enroll the nearly 180,000 seniors across the state in this new program, starting January 1, 2006.

As you can imagine, such an important and substantial undertaking requires a great deal of planning if it will be implemented in an efficient and orderly manner. Right now, DHHS is working to reach out to many groups to help them understand the impact of Medicare Part D. This includes seniors' groups, medical professionals and the legislature. We also need to train our staff to work with the many complexities of this program so that we can make sure we can provide accurate and timely information to those receive this drug coverage.

To date, DHHS has identified a number of challenges and unanswered questions about Medicare Part D that we hope to resolve rapidly with our

federal partners. They have also expressed a strong desire to make the enrollment process as quick and smooth as possible. However, with a program that is as complex and far reaching as this, some bumps in the road should be expected.

We hope that these bugs can be worked out quickly and the seniors of New Hampshire can rapidly begin preparing for their drug coverage to start next New Year's Day. To ensure an orderly transition, DHHS will work with all our community partners to get information out as soon as we get it. The federal government is doing the same right now and I would advise all seniors to learn as much as possible about this important program.

What can the seniors of the state do to prepare for the implementation of Medicare Part D?

First and foremost, talk to your doctor, nurse or health care provider to understand what medications you are currently using to see if they match those that will be used in this new program. The drug benefit does not include every medication. In some cases this might mean switching from one drug to a similar one, so seniors should check to find out if the prescription drugs they are currently using are part of the new benefit, or if they need to transition to a different medication that is covered.

There are also certain types of medications, or classes of drugs, that simply will not be covered at all under Medicare Part D. Again, seniors should check with their doctor to find out if they use any of these medicines, so that they are prepared when this program goes into effect.

Seniors should also look into the many options that will be available for coverage. I suspect that you have already received many pieces of mail or seen many advertisements about private coverage plans and the services they offer. You should read each one closely to determine which is the best for you. Before you make a decision, you should know the cost of the prescription drugs you take now. This will be quite helpful as you decide on a plan.

Finally, use the resources the federal government has set up to provide information on Medicare Part D. If you have a computer, check the Medicare website at www.Medicare.gov or call toll free at **1-800-MEDICARE (1-800-633-2273)**. There you can find answers to a number of questions you may have about the new drug benefit. Locally, you can call the HICEAS Helpline at **1-800-852-3388** or ServiceLink at **1-866-634-9412** for more information.

NEWS FROM THE MEWS

by Bob Montgomery

A quarterly report on what's happening in the statewide network of Area Committees on Aging.

Rockingham Area Committee Reorganizes

Saying, "It's time for a change," Bruce Montville, the new leader of a group dedicated to dealing with senior issues in Rockingham County, has challenged the membership to

"reestablish ourselves with community involvement and continue to earn our value."

The Rockingham Area Committee on Aging has been stirred at this point in its service life to enhance its status as a leader in studying issues of interest to the senior population, and in implementing programs resulting in positive change. Citing the impact that seniors have in a community, Montville pointed to the economic impact seniors have on the markets for housing, retail sales, and transportation.

To help implement the committee's new plan of action, members are calling on Chamber of Commerce leaders, transportation and other senior services providers, and the general public to join the committee at its meetings and special programs.

The committee is also considering a name change to reflect its new goals. "Solutions By Seniors" has been suggested.

The next regular committee meeting will be held on Tuesday, June 14, from 10 a.m. until noon at the Hilton Auditorium at the Rockingham County Complex, North Road in Brentwood. There will be a discussion on "Improved Public Transportation". Additional information may be obtained by calling Bruce Montville at **603-664-9827**.

Monadnock Senior Advocates Set June 25 Date for Health Fair

Members of the Monadnock Senior Advocates, the Keene regional com-

continued on Page 5

State LTC Ombudsman Volunteers Honored

by Margaret Morrill

Volunteers who assist residents in long term care settings were honored at a luncheon held on April 19 at the Holiday Inn in Concord, NH and attended by family members, friends and service providers.

The Office of the Long Term Care Ombudsman (OLTCO) presented service pins to Certified Ombudsman Volunteer Representatives (COVRs) and gave certificates to recent graduates of the volunteer training program.

The OLTCO receives, investigates and resolves complaints or problems concerning residents of nursing and assisted living facilities. Other responsibilities include providing education and consultation to facility staff and advocating for legislation, policies and regulations that will assist residents.



From left to right: Attorney David Frydman, Chair, OLTCO Advisory Board; Ann Kelley and Judith Griffin, who were among those honored at the April 19 ceremony; Jo Moncher, Chief of the DHHS Bureau of Community Relations, Division of Community Based Care; and Don Rabun, State Long Term Care Ombudsman.

Volunteers come from all walks of life. They support the OLTCO staff in their mission by visiting facilities on a regular basis, helping to identify and resolve problems that residents may have, and advocating for the rights, safety and well being of residents.

The issues that volunteers encounter cover a wide range, from helping to resolve complaints about cold food to helping a resident who feels isolated to change room locations, to assisting a resident who has trouble communicating his or her needs to facility staff. This takes time and patience, especially with residents who are experiencing confusion or memory loss.

Ann Kelley, who has 20 years of volunteer service with the OLTCO, said in a separate interview that she enjoys visiting with residents and doing what

continued on Page 4

Aging Issues

Executive Editor
Jo Moncher

**Acting Chief,
DHHS Bureau of
Elderly and Adult Services**
Douglas P. McNutt

Managing Editor
Margaret Morrill

Advisor
(NH State Committee on Aging)
Bob Montgomery

Design
NH Bureau of Graphic Services

Printing
The Times Record
Brunswick, Maine

Aging Issues is a quarterly publication of the NH Bureau of Elderly and Adult Services (BEAS) and the NH State Committee on Aging (SCOA). *Aging Issues* is included as an insert in the *Senior Beacon* (circulation: 28,000). An additional 15,500 copies are distributed based on a mailing list maintained by BEAS. *Aging Issues* may also be accessed on the New Hampshire Department of Health and Human Services web site at www.dhhs.state.nh.us/DHHS/BEAS

Send news items or other correspondence to NH BEAS, 129 Pleasant St., Concord, NH 03301-3857, Attn: Margaret Morrill for *Aging Issues*, or email: mmorrill@dhhs.state.nh.us

Advisory Council Meeting *continued from page 1*

selves or care for their own needs. Abuse can take multiple forms: hitting, yelling, unreasonable confinement, neglecting a person’s needs for food, clothing, shelter or health care, misappropriating money or property, and/or sexual contact or interaction without a person’s informed consent.

Some elders also neglect their own needs for food or medical attention or live in unsafe conditions. Self-neglect accounts for the largest percentage of protective reports, said Koontz.

The Adult Protection Law requires that anyone suspecting or believing in good faith that an incapacitated adult has been abused, neglected, exploited or is self-neglecting, must report this to BEAS. BEAS investigates, determines whether the report is founded (substantiated) and when necessary, offers services to protect the adult.

The investigations done by BEAS are civil, not criminal investigations and stress finding a remedy, rather than prosecution. However, the Adult Protection Law requires that situations involving serious bodily injury or possible criminal activity must be referred to local law enforcement, the Department of Justice or the County Attorney. National studies indicate that 80% of elder abuse cases go unreported, despite the fact that many states have adult protection laws.

Koontz said that more public education is needed to help people understand the availability of protective services and the legal responsibility of all citizens to report adult abuse under the law.

As Council members discussed the strengths and weaknesses of the current system, they were positive about the good work being done by BEAS Adult Protective Social Workers, the working relationship among community organizations, and the partnership between BEAS, the Department of Justice and law enforcement agencies. However, members also indicated that the general lack of public awareness, higher long term care costs, insufficient funding for home care services, and the shortage of direct care staff are among the key issues to be addressed.

The Elder Abuse Advisory Council plans to meet approximately every six weeks, and continues to develop its mission and goals. Topics for future discussion include strategies for preventing elder abuse, additional training for professionals involved in adult protection, community education and legislation. Members will also explore best policies and practices used by other states to help victims of elder abuse.

Food, Friendship and More

by Susan Ashworth

Lunch and laughter with friends, a ride to a medical appointment, information about services . . . every day, thousands of older adults turn to the member organizations of the New Hampshire Coalition of Aging Services for help in meeting every day needs. The members of the Coalition of Aging Services operate community dining rooms, Meals On Wheels, and senior centers serving older residents in every county in New Hampshire. The senior centers and community dining locations serve as a hub to provide access to many other services that promote the health, well being and independence of older adults in the state.

Coalition members are perhaps best known for the food, fun and fellowship that they serve up on a daily basis. The senior nutrition program provides nutritious meals at 87 community dining locations (also known as congregate meal sites) across the state. The meal is only one reason why people keep coming, though. Connecting with friends and making new acquaintances is a big part of what keeps people coming back.

There are many other activities that happen at community dining rooms – blood pressure checks, recreational activities and information about helpful services. Community dining locations are open to any senior citizen (60+). There is no charge for a meal, but seniors have the opportunity to make a donation. No one is denied help if they do not make a donation.

Meals On Wheels is another Coalition program that is available to senior citizens and individuals with disabilities, particularly after a hospital stay.

The hot, nutritious meal helps seniors to recuperate, or to stay independent at home. Meals On Wheels is more than just a meal; it is a critical daily check on the well being and safety of frail elderly people in our cities and rural areas. Often the Meals On Wheels driver is the only person who has daily contact with the homebound participants of the program.

“With the help of Meals on Wheels, the worries are a lot lighter,” says one participant.

While New Hampshire has many services for elders, getting to services can often be a stumbling block. In many New Hampshire communities, the corner drugstore and the neighborhood grocer who would help an older person out to the car with groceries, or even deliver to the home are memories from the past. Transportation is the glue that makes it possible for many elders to be independent and continue to participate in community life. With 43 buses and vans and many other volunteers with personal vehicles providing those crucial rides to medical appointments, dialysis, and to shop for simple necessities, Coalition member organizations provide that “glue” for many older adults.

“I have physical disabilities which keep me from being able to drive. Thank God for the bus!” said one woman who uses the senior van service regularly.

Every weekday, Coalition members serve 6,000 New Hampshire citizens. Over the course of a year, 25,000 older adults take part in the program. Last



Alphonse J. Thibodeau receives a nutritious meal, a daily check-in and a cheery smile from Meals on Wheels driver Debbie Babineau. Photo courtesy of Grafton County Senior Citizens Council.

year, Coalition members served 1,032,617 Meals OnWheels and 361,564 meals in congregate dining rooms. Coalition members provided over 171,000 rides last year for older adults and those with disabilities. These services are crucial threads in the quilt of care that is essential to helping New Hampshire’s elders to stay at home.

Volunteers help with many aspects of our programs. Every year, 4,300 volunteers provide over 225,000 hours of service, assisting with the community dining room, delivering Meals



Transportation provided by the Coalition for Aging Services members is more than just a ride: it is the key to independence for many seniors. Photo courtesy of the Grafton County Senior Citizens Council.

On Wheels, and providing rides in their personal vehicles to make sure seniors get to medical appointments, shopping and other necessities of daily living. Federal and state funds, as well as local funds and contributions from businesses, civic organizations and participants also help to support these services.

Nutrition services, transportation and senior centers are key services that Coalition organizations provide; members also offer other programs designed to meet local needs, such as adult day programs, information and referral, health education programs and outreach and social work services.

If you are an older person looking for a good lunch, new friends, information and services that will help you to live life to the fullest, call on the

continued on Page 7

NH Elder Abuse Advisory Council (2005)

L. RENE BERGERON, PH.D., UNH, SOCIAL WORK DEPARTMENT

LOURI BOILARD, MANCHESTER, NH

JEFF BOLDUC, SENIOR SERVICES OFFICER, MANCHESTER POLICE DEPT.

REP. PETER BATULA, CHAIRMAN, HOUSE COMMITTEE ON HEALTH, HUMAN SERVICES AND ELDERLY AFFAIRS

JOSEPH BYRON, DEPUTY SHERIFF AND SENIOR SERVICES COORDINATOR, HILLSBOROUGH COUNTY SHERIFF’S OFFICE

JUDGE GARY CASSAVECHIA, STRAFFORD PROBATE COURT

RICHARD CHEVREFILS, STATE DIRECTOR, AARP

JEFFREY CZARNEC, ASSOCIATE PROFESSOR OF CRIMINAL JUSTICE, HESSER COLLEGE

LOUISE DINUOVO, BEAS SUPERVISOR, KEENE DISTRICT OFFICE

CHRIS DOMIAN, ATTORNEY GENERAL’S OFFICE

ROBERT EHLERS, HEALTH FACILITIES ADMINISTRATION, DHHS

VALERIE GARNER, ADULT PROTECTIVE SERVICES SOCIAL WORKER (BEAS), NASHUA DISTRICT OFFICE

SUSAN GODIN, BEAS SUPERVISOR, BERLIN DISTRICT OFFICE

REP. KEN HAWKINS, BEDFORD, NH

OFFICER ROBERT HENDERSON, SENIOR RELATIONS, NASHUA POLICE DEPT.

OWEN HOUGHTON, PH.D, STATE COMMITTEE ON AGING

REBECCA HUTCHINSON, QUALITY CARE PARTNERS

DR. WILLIAM KASSLER, STATE MEDICAL DIRECTOR

SUZANNE KEARNS, NORTH COUNTRY ELDERLY PROGRAMS, BERLIN, NH

RICHARD KELLOGG, DIRECTOR, DHHS DIVISION OF COMMUNITY BASED CARE SERVICES

DAN KLEIN, NH HEALTH CARE ASSOCIATION

LYNN KOONTZ, ADMINISTRATOR, ADULT PROTECTION PROGRAM, BEAS

REP. JAMES MACKAY, PH.D., MSW, CONCORD, NH

CHRIS MCMAHON, SENIORS COUNT, MANCHESTER, NH

MARY MCGUIRE, GENERAL COUNSEL, BEAS

DOUGLAS MCNUTT, ACTING BUREAU CHIEF, BEAS

JO MONCHER, BUREAU CHIEF OF COMMUNITY RELATIONS, DIVISION OF COMMUNITY BASED CARE SERVICES

BECKY MORSE, WILTON, NH

JUDY PILLIOD, STATE COMMITTEE ON AGING

DON RABUN, OFFICE OF THE LONG-TERM CARE OMBUDSMAN

REP. DONALD RYDER, HOLLIS, NH

JOHN STEPHEN, COMMISSIONER, DHHS

JULIE STONE, DIRECTOR, ROCKINGHAM COUNTY SERVICE LINK

MARGUERITE WAGELING, HILLSBOROUGH COUNTY ATTORNEY

SUSAN YOUNG, EXECUTIVE DIRECTOR, HOME CARE ASSOCIATION OF NH

Medicare and You

Dear HICEAS:

I heard that Medicare will start covering my prescription drugs next year. Please tell me more.

Signed – Mrs. B. from Madison, NH

Dear Mrs. B:

Yes, everyone who has Medicare (people 65 years and older and people who have received Social Security Disability benefits for 24 months) will have the option to choose a prescription drug benefit plan. Here is a summary of the key points. Later this year, Medicare, HICEAS and other community partners, such as ServiceLink, will be providing more information to New Hampshire residents about this important benefit sponsored by Medicare.

Introducing Medicare’s New Prescription Drug Benefit – to Start in 2006

Medicare will soon be offering insurance coverage for prescription drugs through Medicare prescription drug plans. Insurance companies and other private companies will work with Medicare to offer these plans that could save you money on your prescription costs.

In order to get this prescription coverage, you must choose and enroll in a *Medicare Prescription Drug Benefit Plan* that meets your needs. **Here’s how you can get ready to take advantage of this new option.**

- ✓ **Keep a list** of the name, dosage, and cost of the prescriptions you use. Since different drug plans will cover different drugs, this will help you choose a plan that best meets your prescription needs.
- ✓ **Look over your current health insurance coverage.** Are prescription drugs covered? What are your out-of-pocket drug costs? The Medicare drug plans will also have out of pocket costs, such as a yearly deductible, co-insurance and premiums. You will want to compare your plan with the new Medicare drug plans that are offered.
- ✓ **If you have prescription drug coverage through a former employer,** check with the company’s benefits manager to compare plans.
- ✓ **If you have limited income, the Social Security Administration (SSA)** will begin mailing applications in to people who need **extra financial help** paying for the out of pocket expenses of the Medicare Prescription Drug Plan. When you get this application, fill it out and return it to SSA.
- ✓ **If New Hampshire Medical Assistance (Medicaid) pays** your prescription costs or other Medicare expenses, you will receive a letter from the **Centers for Medicare & Medicaid Services (CMS)** explaining that you do not have to apply for this extra help through SSA.

If you don’t use a lot of prescription drugs now, you still should consider joining a drug plan. As we age, most people need prescription drugs to stay healthy. Therefore, for most people, joining now means you will pay a lower monthly premium than if you wait until later.

More information will become available later this summer and fall.

This material was based on the form CMS Pub. No. 11103. For copies call Medicare at **1-800-MEDICARE (633-4227)** or call NH’s Health Insurance Counseling experts at NH HelpLine (**1-800-852-3388**) or NH ServiceLink at **1-866-634-9412**.

HICEAS stands for Health Insurance Counseling, Education and Assistance Services- the NH state health insurance program designed to help people answer their questions about Medicare. Please call 1-800-852-3388 to get your answers. HICEAS is provided by a grant funded by the Centers for Medicare & Medicaid Services and is administered by the Bureau of Elderly and Adult Services.

Elder “Wraparound” Services

Helping Seniors with Multiple Needs

When people see the word “wrap-around”, they may think of a new kind of sandwich or a porch that wraps around the house.

But with respect to services, “wrap-around” refers to the idea that individuals can be best served in their own homes and within their own communities when individualized services are “wrapped” around them.

Trying to navigate the network of social services can be challenging for anyone, but especially so for frail elderly and people with chronic illnesses or disabilities, whose needs are often complex.

“The wraparound approach to care enables a team of service providers in a community to work together to help a person who is at risk or who has multiple service needs,” says Jo Moncher, Chief of the DHHS Bureau of Community Services, Division of Community-Based Care Services.

Wraparound teams that focus on elders are located in several New Hampshire communities. A team generally includes professionals from a number of different fields: health, mental health, aging services, devel-

opmental disability services, home care, law enforcement, and other community organizations Oftentimes both the public and private sectors are represented.

One agency generally takes the lead in establishing the team and serves as the coordinator or contact point.

Individual and family involvement are not only accepted in a wraparound approach to care, but are viewed as the core of the process.

Todd Ringelstein, Administrator of the Older Adults Unit in the Bureau of Behavioral Health, has worked with a number of community mental health centers who wanted to adopt the wraparound concept in their work with elders.

“The key is collaboration among agencies and using an approach that is person-centered,” says Ringelstein. “It means including the older person and the family at the table. We need to make sure that the wraparound process is consumer-directed.”

Currently, there are Elder Wrap-around Teams in Belknap, Grafton, Hillsborough, Merrimack, Strafford

continued on Page 6

Ombudsman Volunteers *continued from page 2*

she can to help solve their problems. Listening to what residents have to say is a big part of a volunteer’s work, says Kelley, “and even when they can’t talk, you can hold their hand and communicate by touch.”

Kelley recalls visiting with a 102-year old woman in a nursing facility who had swallowing difficulties, and was restricted to pureed foods and one kind of soup – tomato. When she told Kelley that she wished she could have other kinds of soup, Kelley talked with staff, who then reevaluated the woman’s situation and found ways to expand her food choices.

At the April 19 luncheon, Jo Moncher, Chief of the Bureau of Community Relations for the Division of Community Based Care Services, applauded the commitment and passion that the COVRs bring to the table. “Never doubt that you make a

difference, and that you are serving as a voice for seniors in the community,” she said.

Judith Griffin, an 18-year veteran of the OLTCO, received the first ever Long Term Care Resident Advocacy Award. The award will be presented annually and has been created by the OLTCO Advisory Board to recognize persons who have made outstanding contributions to residents’ quality of life.

Since beginning employment at the OLTCO, Griffin has served in every capacity, including a three-year term as the Long Term Care Ombudsman, and as Coordinator of the COVR program, developing a strong training curriculum.

Attorney David Frydman, who chairs the OLTCO Advisory Board, praised Griffin and the volunteers for their dedication and support.

continued on Page 7

With A Little Help: Managing Two Households

by Dennis Hett

Mom (or Dad or Auntie or Uncle) hasn’t been well lately. Because you live nearby, you stop in to make sure that everything is okay.

You take out the garbage as you leave. Before your next visit you call ahead to ask if you can buy an item or two for them from the supermarket.

“Could you bring a quart of skim milk?”

“Why, of course.”

You deliver the milk. Before leaving, you make a shopping list.

You are taking responsibility for two households – your own plus that of your loved one.

It’s time to organize the work. It’s time to think like a manager – to plan the work, decide who is best able to accomplish each task—then work the plan.

PLAN THE WORK

In order to make sure that both households operate smoothly, you must decide which tasks to address first, and which can wait another day.

Draw up a list for each household.

Shopping for food, preparing meals and doing laundry appear on most “must-do” lists. Keeping the home clean will probably make the list too. Work on this list until you run out of tasks.

Once you have drawn up your list, arrange the tasks in order of importance.

Compare the ordered lists. Identify tasks that you can accomplish for both households at the same time. For example, perhaps you might be able to shop for food together, or shop for both households at the same time.

DELEGATE THE WORK

Managers assign tasks to others, and give credit to the people who do the work. The fancy word is “delegation.”

As you read your ordered lists, ask this question, “Who can best perform each task?”

Give members of both households a chance to pitch in.

As you assign tasks, remember to thank each person for pitching in. Your encouragement will motivate them to keep at their task.

If you face more tasks than you, family and friends together are able to handle comfortably, it’s time to explore other resources. And how do you find these resources? You call ServiceLink! One call to **1-866-634-9412** puts you in touch with caring people who know where to find the services you need.

WORK THE PLAN

Now that you have identified the tasks that must be accomplished for both households, decided which to undertake first, which can be combined for efficiency, and who will take responsibility for each task, it’s time to put your plan into action.

As you get the hang of managing two households efficiently, we hope that you also begin to gain the sense of accomplishment that professional managers also feel. You have earned the right to feel that way!

Dennis Hett is the Director of ServiceLink of Hillsborough County.

Sharing A Life Together

by Margaret Morrill

Family-owned assisted living facility provides a home for residents

Last summer, Susie, a longtime resident at Rose Haven Assisted Living Facility, underwent a hip replacement. Afterward, she could no longer climb stairs, and since her room was on the second floor, she worried that she would have to leave and go into a nursing facility. Instead the Raymonds, who own and operate Rose Haven, arranged for her to move to the first floor.

"Susie has been a part of the Raymond family for 20 years. This is her *home*. I didn't think twice about moving her to a first floor room," says Cindy Gaudreault, facility administrator and daughter of owner Claude Raymond.

Rose Haven, located in Merrimack, NH, is one of 138 residential and assisted living facilities statewide that provide community-based care to 4,000 residents. Assisted living facilities are designed for adults who cannot live alone and need some support, but do not need nursing facility care.

Rose Haven has 28 beds, and its residents include the elderly, as well as adults with mental illnesses or developmental disabilities. Some residents pay privately for their care; others are covered under Medicaid.

"It is our vision to provide loving professional care while maintaining a personal and family atmosphere," says Gaudreault.

Indeed, although Rose Haven employs paid staff, it is very much a family business. Gaudreault's parents, Claude and Jeanine Raymond, both former

ministers, bought Rose Haven 15 years ago. At the time, the home was about to be foreclosed upon. The couple and their adult children spent a lot of time and money renovating the home and improving services.

Jeanine Raymond has since died, but Claude continues as owner, his sons John and Joe, serve as business and office managers respectively, and work with their sister in her role as administrator. Their Aunt Marie is the cook, and other relatives pitch in as needed.

Meals are served in a central dining area, and the family and residents generally eat together. Residents enjoy being part of a routine. "Susie often sets the table and makes toast in the morning," says Cindy Gaudreault.

Other services provided at Rose Haven include supervision of medications, assistance with bathing, laundry and housekeeping. Transportation is provided to medical appointments and there is a weekly shopping trip.

Residents can enjoy gardening, bingo, and other activities, and volunteers provide additional community support. The "Senior to Senior" program enables local high school students to visit with residents. The Merrimack Lions Club gives a Christmas party at Rose Haven every year, and members of a local church once put on a "senior prom" for residents. Another volunteer provides a rose and a small gift for each resident on his or her birthday.

Although residents come from different backgrounds, it usually doesn't take long for them to become friends.



Susie prepares to set tables for dinner while Jean (middle) and Rena (right) enjoy a visit. In the background: Rose Haven staff member Cheryl Garry.



Rena (left) and Eleanor catnap in the living room.

"I am always amazed at how total strangers coming in here can learn to care so much for each other in a short time," says Gaudreault. "If someone needs to go to the hospital, I have at least six to ten people asking me every day, 'How is my friend doing? When are they coming home?'"

The Raymonds encourage residents to help each other. Ceil, for example, had enjoyed spending time in the garden, but can no longer go there alone due to a dementia which has caused confusion and memory loss. Ceil was introduced to Suzanne, a younger resident who also enjoys the outdoors, and now the two enjoy garden walks together. "This arrangement has given Suzanne a real sense of belonging, while maintaining Ceil's independence," said Gaudreault.

Gaudreault pointed out that many people find the transition from independent living to assisted living difficult to accept, and that it's important to help people maintain as much control as possible over their lives. "We try to be flexible," she said. For example, Ray, a former

resident, came to Rose Haven because he needed support after suffering a stroke, and could not live alone. He was depressed and withdrawn. Instead of pressuring Ray to participate in group activi-

continued on Page 6

News from the Mews

mittee on aging, will host their annual Senior Health Fair in Keene on Saturday, June 25, from 8:30 a.m. until 2 p.m.

Staged at the Keene Recreation Center, this year's annual affair will feature 20 booths, most of which will provide information. Some will offer products designed for supporting senior life styles, but for the most part, the exhibits will spotlight topics of general interest to the elderly population.

James Beeler, who chairs the Monadnock Senior Advocates, says there will be "lots of giveaways and door prizes" at this year's event.

In the meantime, the Monadnock Senior Advocates continue to meet on the third Wednesday of each month and to host speakers of interest to seniors and caregivers. Last month's program featured a panel discussion by two physicians who talked about, "Things You Don't Tell Your Doctor."

For more information, call James Beeler at 603-399-4465.

Manchester Regional Area Committee Gears Up For Annual "SuccessAbility"

Program to Demonstrate Senior Challenges

Members of the Manchester Regional Area Committee (MRACOA) are focusing on their annual Senior SuccessAbility project, which is slated for early fall. Senior SuccessAbility will provide community leaders in politics, business, and education with the opportunity to experience the problems that seniors, persons with disabilities and

continued from page 2

other members of the public encounter when navigating the city streets.

According to MRACOA Co-Chair Beverly Arel, people in charge of public facilities who are not themselves hindered by a physical or mental disability often forget how difficult it is for disabled persons to go about their daily activities unless provisions are made for special accommodations.

Sponsoring Senior SuccessAbility is Seniors Count, a program of NH Easter Seals.

Monthly meetings of MRACOA, long held at Easter Seals headquarters in Manchester, will now be held at the newly opened Manchester Senior Activity Center, a block south of West High School. The purpose of the move is to make it easier for older consumers to attend the meetings, which are scheduled on the third Thursday of each month at 1:30 p.m. Light refreshments will be served following presentations by guest speakers.

If your Area Committee on Aging has information you would like to have included in this column, please email to HillsCty@aol.com, or to Margaret Morrill at mmorrill@dhhs.state.nh.us, or by regular mail to the Bureau of Elderly and Adult Services, 129 Pleasant St., Concord, NH 03301, Attn: Margaret Morrill for Aging Issues.

Bob Montgomery is a member of the NH State Committee on Aging and the Manchester Regional Area Committee on Aging. He also writes a biweekly column, *View From The Hill*, for *Neighborhood News Publications*. He lives in Goffstown.

The Law and You

The following question and answer is provided courtesy of Judith Jones, Directing Attorney at the Senior Citizens Law Project, NH Legal Assistance.

Q: My husband and I are considering moving to an assisted living facility. One of the facilities seems perfect for us, but before we sign the contract, would you explain our rights and responsibilities?

A: If you have visited a number of assisted living establishments, then you know that there is tremendous variation among facilities with respect to the cost and the services offered. For example, some facilities provide individualized apartments, while others offer a family atmosphere with shared kitchen, living room and bathroom. In New Hampshire, assisted living is broadly defined and includes any establishment that: provides housing beyond room and board, holds itself out or uses the term, "assisted living", and provides or arranges for personal assistance or any health-related or supportive services to one or more adults.

This wide variation among establishments means that consumers need to do some homework in order to make comparisons among facilities and make well-informed decisions. Fortunately, New Hampshire law requires that potential residents be provided with the standard disclosure form, in which the facility provides information on base rates and the services which are or are not included. This form is a useful tool in comparing facilities.

In addition, once a facility has been chosen, the resident must receive a copy of the contract prior to moving in. Each contract must contain the following:

1. A description of services and accommodations, and which services are included in the base rate;
2. The base rate and the cost of services not included in the base rate;
3. Policy concerning rate increases, including how much advanced notice must be provided prior to an increase;
4. The amount and purpose of advance payments and refund policy;
5. Notice of residents' rights in the event of a temporary absence from the facility and rights in the event of a proposed transfer or discharge from the facility;
6. The circumstances under which an eviction or discharge could occur, including situations in which the resident's needs would exceed what the residence could provide and the responsibility of the residence to transition the individual to another location;
7. Policies concerning resident conduct and responsibilities and the procedure for resident grievance.

Unlike nursing homes, assisted living establishments are subject to state rather than federal oversight. In New Hampshire, the DHHS Bureau of Health

continued on Page 7

Vaughan Awards *continued from page 1*

Grafton County – Arthur “Dick” F. March (Bethlehem). At “ninety years young”, Dick is known for his outstanding volunteer work at Littleton Regional Hospital. Over the last two years, Dick has donated 629 hours of service to the hospital by providing clerical help, volunteering at the reception desk, and assisting with special projects. He cheerfully and generously gives of his time, even on holidays. In his home workshop, Dick has also created beautifully crafted display boards and wooden cabinets for use by the hospital.

Hillsborough County – Pearl O’Brien (Manchester). A volunteer at Mt. Carmel Nursing Home since 2000, Pearl is a valued member of the team, working 20 hours per week, helping residents get to and from activities, accompanying them on van trips and assisting with special events. She makes a point of spending time with residents who have no visitors, and can often be seen holding a resident’s hand and listening as the resident confides in her.

Merrimack County – Patricia “Pat” Hills (Concord). Beginning in 1936, and for the next 50 years, Pat volunteered with The Order of Rainbow for Girls (Nashua, NH) guiding young women in charitable service to their God, their country and to one another. She has also volunteered with the Order of the Eastern Star and has given 1000 hours of her service to Southern NH Medical Center. Now a resident at Granite Ledges, an assisted living facility in Concord, NH, Pat continues her lifelong work of helping others by visiting with other residents and escorting them to and from activities.

Rockingham County – Harold Moldoff (Rye Beach). Harold is in his 12th year as a Volunteer Mediator with the Consumer Protection and Antitrust Bureau of the Attorney General’s office. When consumers who believe they have been victimized by a business, organization or company representative contact the Bureau, Harold provides a calm, listening presence and overall help. It is thanks to volunteers like Harold that the Mediation Program recovered over a quarter of a million dollars for consumers last year. He has also developed and presented numerous educational programs to all age groups on issues ranging from identity theft and telemarketing scams, to how to avoid making a “lemon” used car purchase.

Strafford County – Robert “Bob” Heon (Somersworth). A volunteer with The Homemakers of Strafford County since 1986, Bob has shared his gifts and talents in many ways: helping with fundraising events, delivering Thanksgiving and Christmas baskets, assisting with Senior Olympics, teaching square dancing and helping with the bowling program for elderly and disabled adults. A volunteer on-call fireman in Somersworth for many years, Bob was appointed Fire Chief in 1970, and was also involved in numerous community activities in the towns of Somersworth and Rochester, NH and in Berwick, Maine. He has also been a Foster Grandparent.

Sullivan County – Louise Mattson (Claremont) – A registered nurse for many years, Louise is now retired and volunteers her time at the Adult Day Out Program operated by Connecticut Valley Home Care/Hospice in Newport, NH. This program provides a continuum of daily care for people with physical, mental social, environmental and spiritual needs. Louise helps people get settled for the morning “breakfast social”, assists with activities and provides an “extra pair of eyes” to monitor client safety. Her extensive experience, compassion and good humor are valued by staff and clients alike.

According to Douglas McNutt, Acting Chief of the DHHS Bureau of Elderly and Adult Services, the help provided by the Vaughan Award winners and other volunteers is an important part of the social service network for elders.

“We are grateful for all that these volunteers have given in terms of their time and talents,” he said.

Wraparound Teams *continued from page 4*

and Rockingham Counties and Todd Ringelstein says it is likely that there will be more to come.

How does a wraparound team work?

One example is the team formed in 1997 by Riverbend Community Mental Health Center in Concord. This was done as a way of responding to the growing, and often overlapping, medical, behavioral and other needs of older persons living in Merrimack County.

The team, which has received both state and national recognition for its work, has members from many different agencies in Merrimack County. These include, among others, Concord Hospital, Capital Region Health Care, Granite State Independent Living, the Bureau of Elderly and Adult Services (BEAS), the Concord Regional Visiting Nurses Association, ServiceLink of Merrimack County, and the Merrimack County Nursing Home.

Referrals to the team usually come from a member agency who has been working with an individual and/or

caregiver. With the approval of the individual/caregiver, the member agency consults with the team on ways to best help the individual. The team meets monthly, but also acts to address emergency situations.

For example, a few winters ago, NH HelpLine contacted Riverbend with an emergency referral on John, age 82, who was living in his car. The car had broken down during a snowstorm, and John was left homeless. All the area shelters were full and he had no place to go.

With the help of Riverbend’s Elder Wraparound Team, arrangements were made to house John at a local motel until a more permanent solution could be found. NH HelpLine, Riverbend Community Mental Health, Concord City Welfare and the Bureau of Elderly and Adult Services (BEAS) combined their resources to help pay for the motel room until alternate housing could be arranged. The motel was willing to negotiate a much lower rate than usual for John’s stay.

Farmers Market Nutrition Program Provides Fresh Fruits and Vegetables

The Nutrition and Health Promotion Section in the Department of Health and Human Services’ Division of Public Health Services is pleased to announce that the Farmers’ Market Nutrition Program will again be available during the summer months for low-income seniors.

The Farmers’ Market Nutrition Program (FMNP) provides coupons to income-eligible seniors, 60 years and older, to receive free fresh fruits, vegetables, and herbs at almost 50 farmers’ markets in New Hampshire. The program is funded by the US Department of Agriculture and is open to seniors enrolled in the Commodity Supplemental Food Program (CSFP). Seniors also receive free cookbooks and recipes on preparing healthy meals and snacks using fresh fruits and vegetables.

“In New Hampshire, the Senior Farmers’ Market Nutrition Program provides healthy, locally grown fresh fruits and vegetables for more than 6000 seniors across the state,” said Lisa Richards, Nutrition Services Manager for the Programs. “Area farmers benefit because the Program brings additional customers to their markets, and they spend both the coupons and often their own resources for farm products.”

CSFP provides monthly food packages to seniors, including canned meat, canned fruits and vegetables, cheeses, pasta, cereal, and fruit juices. These foods are provided year round, and are acceptable foods for seniors on special diets, such as diabetes and other health conditions.

To enroll in CSFP, seniors must meet the following income guidelines:

- A person living alone can have an income of up to \$1037 monthly or \$12,441 yearly.
- A household of 2 persons can have an income of up to \$1390 monthly or \$16,679 yearly.

To find out if you are eligible for these programs, call **1-800-942-4321**.

CSFP and FMNP are equal opportunity programs.

Sharing a Life *continued from page 5*

ties, Cheryl Garry, one of the staff members at Rose Haven spent time with him one-on-one. “She would listen to him, talk with him, joke with him,” said Gaudreault. This individual attention helped Ray to become less depressed and to stay connected.

Allan Moses is President of the NH Association of Residential Care Homes (NH-ARCH), an organization which consists of nearly 100 facilities in the state that provide residents with assistance in daily living and activities. NH-ARCH works closely with regulators and facility owners/administrators to assure the quality of life and care for residents.

Moses says that homes such as Rose Haven play a very unique role in the assisted living provider field.

“Rose Haven affords residents the opportunity to become part of a family that is present in the home seven days a week. The level of empathy that exists between staff and residents is just phenomenal.”

“NH-ARCH has over forty member homes with a census of less than thirty

residents. Holding on to these homes in an era of struggling economics will be a challenge for all of us,” Moses added. “However, I believe that we are all very committed to preserving the role that these homes play in our industry.”

Cindy Gaudreault emphasizes that although she and her family have worked to bring joy and caring into the lives of residents at Rose Haven, it also works both ways – the residents enrich the Raymonds’ lives.

“As long as God tells us to do this work, we will continue. We thank those families who are presently allowing us to care for their loved ones and those we have cared for in the past. Thank you for letting us be part of their lives.”

To locate a listing of assisted living facilities, go to the Department of Health and Human Services web site at **www.dhhs.state.nh.us**. Go to “Programs and Services” and then to “Health Facility Licensing.”

Please see “The Law and You” column in this edition of Aging Issues to learn more about the rights and responsibilities of consumers entering assisted living facilities.

John also needed dentures but had no money to pay for them. Help was provided through Capital Region Family Health Care in Concord. A local church agreed pay for his eyeglasses and for basic apartment items once housing was found.

“Every agency involved in the team has invested time and resources to make it work,” says Carrie Hughes, Elder Services Coordinator at Riverbend who facilitates the wraparound team. “We share both the coordination of complex service needs and the costs involved in delivering services. So far, the results – in terms of positive outcomes and individual feedback – have been very encouraging.”

Reaching out to seniors where they live is also important.

Ray, an 80-year old resident of Belknap County, was living in a camper without running water or a septic sys-

tem. The weather was cold, and he had only a small space heater for warmth.

Several members of the Lakes Region Elder Wraparound Team including Bev Bolduc, a counselor at Genesis Behavioral Health and Bridget Caron, a BEAS Adult Protective Services Social Worker in Laconia, visited Ray and worked with him to get the help he needed.

Emergency shelter was found at a local motel, and later on, with financial assistance provided by Belknap-Merrimack Community Action and a local church, Ray was able to move to a cabin with adequate heat. Home-delivered meals and housekeeping services were also arranged.

“This was a true example of community collaboration. The wrap-around services enabled this man to stay safe, warm and independent,” said Bev Bolduc.

Calendar

State Committee on Aging Meetings

For information, call BEAS at (1-800-351-1888, Ext. 8772).

Area Committees on Aging

Meeting schedules and locations are subject to change. For more information, call the ACOA Chairperson listed on the directory page of *Aging Issues*.

Belknap – Third Tuesday of each month at 1pm, at varying locations.

Carroll – Second Wednesday of each month at 1pm, at the Tri County CAP Resource Center, Route 16, Tamworth, NH.

Cheshire (Monadnock Senior Advocates, covering Cheshire County and western Hillsborough County) – Third Wednesday of each month at 9am, at the Keene Senior Center on Court Street. (352-5037).

Coos – Meets quarterly, on the second Tuesday of the month at 10 am, in varying locations. Next meeting is April 13.

Grafton – Meets quarterly at the Plymouth Regional Senior Center, Depot Square (536-1204). Meeting dates: June 13, August 8, October 10, and December 12. Time: 9:30 am for all meetings.

Greater Manchester – Third Thursday of each month, at 1:30 pm, at the William B. Caslin Senior Activity Center, 151 Douglas Street, Manchester (624-6536).

Greater Nashua – Last Wednesday of each month, at 1:30pm, at the Senior Activity Center, 70 Temple St. in Nashua. (889-6155).

Merrimack – Third Tuesday of each month, at 10:30 am, at varying locations.

Rockingham – Second Tuesday of each month, at 10am, at the Rockingham County Complex in Brentwood.

Strafford – Second Thursday of each month at noon at either The Wentworth Home in Dover or the VNA in Rochester.

Sullivan – Second Tuesday of each month at 9:30 am, in varying locations.

North Country Senior Action (Tri-County area, covering Coos, Carroll, and Grafton Counties) – Fourth Friday of each month, at 9:30 am, at varying locations.

Food, Friendship and More continued from page 3

Coalition of Aging Services. If you are caring for an older person who needs additional help to stay at home, call on the Coalition of Aging Services. We’re your connection to what you need to stay independent at home.

Susan Ashworth is a member of the New Hampshire Coalition of Aging Services and Director of Community Relations at HCS-Home Healthcare, Hospice and Community Services, which serves southwestern New Hampshire communities.

The Coalition of Aging Services’ Mission

The Coalition of Aging Services is dedicated to enhancing and supporting the independence, health, dignity and well being of older adults and their families through home and community based programs and services.

MEMBERS

For more information on the services provided by the Coalition member in your community, call the organization near you.

Nutrition and Elder Services Community Action Program Belknap-Merrimack Counties Concord,NH (603) 225-3295	Home Healthcare, Hospice and Community Services Keene, NH (Cheshire County) (603) 352-2253
Grafton County Senior Citizens Council Lebanon, NH (603) 448-4897	Gibson Center for Senior Services North Conway, NH (603) 356-3231
St. Joseph Community Services Merrimack, NH (Hillsborough County) (603) 424-9967	Sullivan County Nutrition Newport, NH (603) 863-5139
Strafford Nutrition Meals-On-Wheels Somersworth, NH (603) 692-4211	
Rockingham Nutrition and Meals-On Wheels Program Brentwood NH (603) 679-2201	
Ossipee Concerned Citizens Center Ossipee, NH (603) 539-6851	
North Country Elderly Programs Berlin, NH (603) 752-3010	

SERVICES

- Community Dining Programs
- Meals-On-Wheels
- Adult Group Day Care
- Information and Referral
- Outreach Home Visits
- Educational Programs
- Health Screenings
- Exercise Programs
- Computer Labs
- Health Education
- Social Activities
- Recreational Trips
- Social Work Services

Ombudsman Volunteers continued from page 4

“I am privileged and honored to have been involved in the development of the volunteer program, and to be able to work with all of you,” said Griffin in her remarks.

“You make a difference every time you step through the door of a facility. You make a difference every time you sit and hold the hand of a frightened and confused resident. From time

to time, you have an opportunity to help a resident solve a problem, improve their care or feel more secure and less alone. Keep up the good work.”

The Office of the Long Term Care Ombudsman is planning another volunteer training program this fall. For more information, call **1-800-442-5640** or **(603) 271-4375**.

The Law and You continued from page 5

Facilities Administration licenses and routinely inspects each facility. Residents of licensed assisted living facilities have all the protections under the New Hampshire Bill of Rights. Assisted living establishments are also subject to the Consumer Protection Act and the Fair Housing Act.

NH Legal Assistance operates the Senior Legal Advice Line, which is free and available to any NH resident who is age 60 or older. You can access the Advice Line from 9am-noon on Monday, Tuesday, Thursday and Friday, and from 1-4pm on Wednesday. Toll-free number: 1-888-353-9944 or in Manchester only, 603-624-6000. TTY: 1-800-634-8989

The New Hampshire ServiceLink Network

1-866-634-9412

www.servicelink.org

Established in 2000, ServiceLink is a statewide network of locally administered community-based resources for seniors, adults with disabilities and their families. ServiceLink is a free information and supported-referral service, with local offices in 13 communities and with many satellite offices throughout New Hampshire. ServiceLink answers questions and connects users to the appropriate services that support healthy and independent living.

To learn more about services available in home-care options, caregiver supports, employment issues, financial/ retirement planning, active aging or community involvement, users call the toll-free number cited above and connect with a nearby ServiceLink location. Friendly and knowledgeable people listen to callers’ interests or needs and provide information about available local and statewide services and opportunities, so that callers are able to make choices and plans for themselves.

Belknap County ServiceLink

780 No. Main Street
Laconia, NH, 03246
Local Line: 528-6945
Lisa Morris, Director

Carroll County ServiceLink

448 White Mountain Highway
P.O. Box 420
Chocorua, NH 03817
Local Line: 323-9394
Susan Deyoe, Director

Coos County ServiceLink

Berlin Senior Center
610 Sullivan St., Suite 6
Berlin, NH 03570
Local Line: 752-6407
Patti Stolte, Director
Karen Ross, Coordinator

Grafton County ServiceLink

Center for Elder Services
10 Campbell St.
Lebanon, NH 03766
Local Line: 448-1835
Co-Directors: Dana Michalovic,
Karen Whitaker

Littleton Area Senior Center
38 Cottage St., PO Box 98
Littleton, NH 03561
Local Line: 444-4498
Contact Person: Faith Lafayette

Hillsborough County ServiceLink

Manchester
555 Auburn Street
Manchester, NH 03103
Local Line: 644-2240
Dennis Hett, Director
Nancy Sevigny, Coordinator

Nashua
Community Council of Nashua
7 Prospect Street
Nashua, NH 03060-3990
Local Line: 598-4709
Ruth Morgan, Coordinator

Merrimack County ServiceLink

2 Industrial Park Drive
PO Box 1016
Concord, NH 03302
Local Line: 228-6625
Beth Benson, Director

Monadnock ServiceLink

20 Norway Avenue
Keene, NH 03431
Local Line: 357-1922
Melinda Feola-Mahar, Director

Rockingham County ServiceLink

Seacoast
30 Maplewood Avenue
Suite 210
Portsmouth, NH 03801
Local Line: 334-6593
Julie Stone, Seacoast Director

Salem
154 Main Street
P.O. Box 1363
Salem, NH 03079
Local Line: 893-9769
Connie Young, Director

Strafford County ServiceLink

1 Wakefield Street
Suite 306
Rochester, NH 03867
Local Line: 332-7398
Becky May, Director

Sullivan County ServiceLink

96 Main Street
PO Box 1338
Claremont, NH 03743
Local Line: 542-5177
Gail Merrill, Director



Guide to Services

Bureau of Elderly and Adult Services (BEAS)

The Bureau of Elderly and Adult Services is a state agency providing services and programs to adults aged 60 and over, and to adults between 18 and 60 years of age who have chronic illness or disability.

- Bureau Chief:**

Jo Moncher
- Central Office:**

129 Pleasant Street, Brown Building
Concord, New Hampshire 03301-3857
- Toll Free Phone:**

800-351-1888
- TDDY:**

800-735-2964
- Web Site:**

www.dhhs.state.nh.us/DHHS/BEAS
- District Offices:**

For telephone numbers, see “Important NH Phone Numbers” below.

Information on BEAS Services and Programs:

Contact the District Office nearest your home (phone numbers are listed below). If you cannot reach the District Office, call **800-351-1888**.

NH ServiceLink Network: 866-634-9412

Adult Protection: The Adult Protection Program is administered by BEAS and is intended to protect incapacitated adults who are unable to protect themselves or their own interests. Under the Adult Protection law, BEAS is responsible for receiving and

investigating reports of suspected adult abuse, neglect, self-neglect or exploitation, and when necessary, for providing protective services. To make a report, or for more information, call the District Office in your area or if you cannot reach the District Office, you can call the Adult Protection Unit at the BEAS Central Office at **1-800-949-0470** (if calling within NH) or **603-271-7014** (if calling outside NH).

NH Family Caregiver Support Program: This program can assist family caregivers who need information and help in connecting with local resources, support groups, education programs and temporary respite care. For more information, call NH ServiceLink at **1-866-634-9412** or **1-800-351-1888, Ext. 5554**.

Senior Prescription Drug Discount Program (For persons age 65 and older): Call 888-580-8902.

Long-Term Care Ombudsman: The Long-Term Care Ombudsman Program receives, services, investigates and resolves complaints or problems concerning residents of long-term health care facilities. The program also provides advocacy services to long-term health care residents, and comments on existing and proposed legislation, regulations and policies affecting long-term care residents. Education is provided to residents, family members and facility staff concerning the legal rights of residents. To contact the Long-Term Care Ombudsman, call **1-800-442-5640** (if calling within NH) or **603-271-4375** (if calling from outside NH).

Important New Hampshire Phone Numbers

BEAS District Offices			
The Department of Health and Human Services has 12 District Offices located throughout New Hampshire. BEAS staff are located at all 12 of these offices. They provide key services on behalf of seniors and adults with chronic illnesses and/or disabilities, including information and referral, case management, and responsibilities related to the Adult Protection Program.			
Berlin	800-972-6111 603-752-7800	Littleton	800-552-8959 603-444-6786
Claremont	800-982-1001 603-542-9544	Manchester	800-852-7493 603-668-2330
Concord	800-322-9191 603-271-3610	Nashua	800-852-0632 603-883-7726
Conway	800-552-4628 603-447-3841	Portsmouth	800-821-0326 603-433-8318
Keene	800-624-9700 603-357-3510	Rochester	800-862-5300 603-332-9120
Laconia	800-322-2121 603-524-4485	Salem	800-852-7492 603-893-9763

Area Committees on Aging

The Area Committees on Aging (ACOAs) are independent local advocacy groups comprised of older adults, service providers and other members of the public. The ACOAs hold community-based meetings to discuss legislation and other issues that affect seniors, and often sponsor educational programs. ACOAs work closely with the State Committee on Aging and other senior groups. For more information on ACOA meetings, see the Calendar section on page seven of *Aging Issues*.

BELKNAP COUNTY Mary Frost Gilford 524-2974	HILLSBOROUGH COUNTY (Greater Nashua) Kay Noel Nashua 882-5502
CARROLL COUNTY Dorothy Solomon Albany 447-1199	MERRIMACK COUNTY Jacqelyne Jennings, Co-Chair Bow 224-1710 John Hoar, Co-Chair Barnstead 776-1055
CHESHIRE COUNTY James Beeler Keene 399-4465	ROCKINGHAM COUNTY Bruce A. Montville Barrington 664-9827
COOS COUNTY Suzanne Kearns, Co-Chair Berlin 752-3010 Dona Larsen, Co-Chair Berlin 752-1100	STRAFFORD COUNTY Becky May, Co-Chair Rochester 740-9594 Darlene Smith Dover 742-7406
GRAFTON COUNTY Dana Michalovic, Co-Chair Lebanon 448-1558 Wes Gardner, Co-Chair Plymouth 536-1144	SULLIVAN COUNTY Bunny Perry, Acting Chair Newport 863-1146
HILLSBOROUGH COUNTY (Greater Manchester) Beverly Arel, Co-Chair Bedford 472-8341 Helen Zarnowski, Co-Chair Bedford 622-8405	NO. COUNTRY SR. ACTION Dona Larsen Berlin 752-1100

Commodity Supplemental Food Program	800-942-4321
Consumer Protection for Public Utilities	800-852-3793
Consumer Protection for Insurance	800-352-3416
Food Stamp Information	800-852-3345
Foster Grandparent Program	800-536-1193
Fuel Assistance Information	603-271-8317
Governor’s Citizens Service	800-852-3456
HICEAS (<i>Health Insurance Counseling, Education Assistance</i>)	800-852-3388
Legal Services Advice Line (for Manchester residents only)	888-353-9944 or TTY: 800-634-8989 603-624-6000
Medicaid Information	800-852-3345
Medicare Claims Information	800-447-1142
Medicare Quality of Care	800-772-0151
New Hampshire Help Line	800-852-3388
NH Hospital Association (Living Will Information)	603-225-0900
NH ServiceLink Network	866-634-9412
Poison Center Helpline	800-222-1222
Senior Companion Program	800-856-5525
Social Security Administration	800-772-1213
Veterans Council	800-622-9230 or 603-624-9230

State Committee on Aging

The State Committee on Aging (SCOA) is composed of 18 members, 15 of whom are appointed by the governor and three by the legislative leadership. SCOA identifies and represents the needs of senior citizens to state administrators and policymakers, facilitates participation by consumers in the program planning process and works closely with other advocacy groups on senior issues. SCOA meets monthly, and meetings are open to the public. Call **1-800-351-1888, Ext. 8772** for more information.

Hon. Peter Batula 12 Paige Drive Merrimack 03054-2837 424-6091	Dr. Mendon MacDonald (Chairman) 3 Greystone Place Laconia 03246 524-2515
Kenneth Brooks 49 Technology Drive, Apt. #57 Bedford 03110 647-4240	Margaret “Marge” McClellan 112 Jolbert Street Berlin 03570 752-1505
Hon. Robert Chabot 73 Joseph St. Manchester 03102 625-5617	Robert Montgomery 24 Mountain Road, 3C Goffstown 03045 497-3992
Violet Constant 28 Portsmouth Street Concord 03301 225-5443	Judith Pilliod 504 Province Road Belmont 03220 524-3047
Darwin Farber 12 Meadowood Drive Exeter 03833 772-4341	Susan Presby 83 Elm Street Littleton 03561 444-0335
Robert Forsing 12 Green Road Raymond 03077 895-9451	Dorothy Solomon Box 993 Albany 03818 447-1199
Dr. Owen Houghton 262 Nutting Road Jaffrey 03452 532-6970	